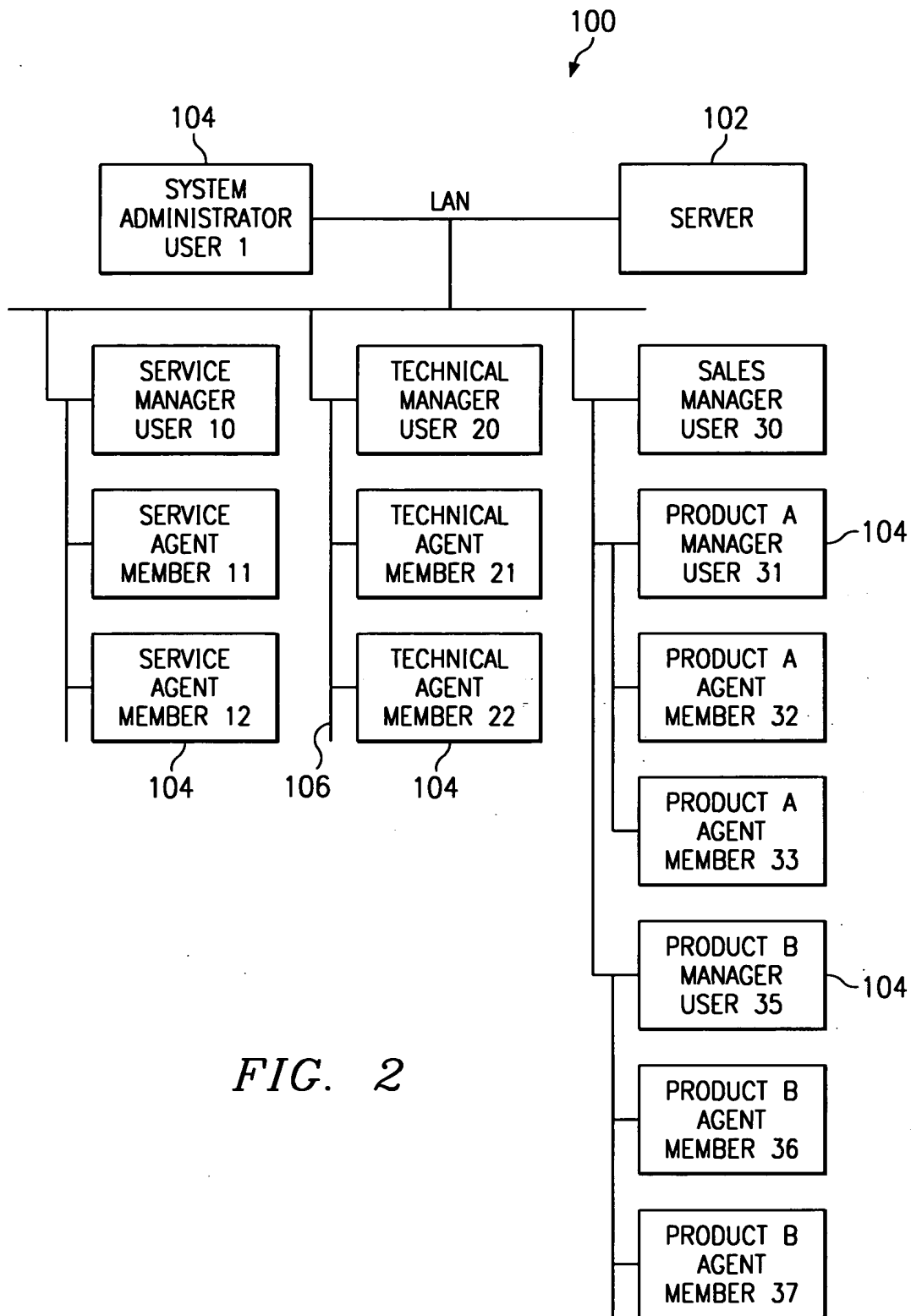


FIG. 1



ORGANIZATION TABLES

LEVEL TABLE
LEVEL ID

COMPANY
SERVICE GROUP
TECHNICAL GROUP
SALES GROUP
PRODUCT A TEAM
PRODUCT B TEAM

120

122

INTERLEVEL ASSIGNMENT TABLE

LEVEL ID	LEVEL ID
COMPANY	SERVICE GROUP
COMPANY	TECHNICAL GROUP
COMPANY	SALES GROUP
SALES GROUP	PRODUCT A TEAM
SALES GROUP	PRODUCT B TEAM

MEMBER TABLE
MEMBER LEVEL ATTRIBUTES

MEMBER 11	SERVICE GROUP	
MEMBER 12	SERVICE GROUP	
MEMBER 21	TECHNICAL GROUP	
MEMBER 22	TECHNICAL GROUP	
MEMBER 31	PRODUCT A TEAM	
MEMBER 32	PRODUCT A TEAM	
⋮	⋮	⋮
MEMBER 37	PRODUCT B TEAM	

124

KEYWORD TABLE
KEYWORD ID

LESS THAN 2 YEARS EXPERIENCE
2 YEARS EXPERIENCE
5 YEARS EXPERIENCE
⋮
TEMP-AA AGENCY
TEMP-BB AGENCY

130

KEYWORD ASSIGNMENT TABLE
MEMBER ID KEYWORD ID

MEMBER 11	TEMP-AA AGENCY
MEMBER 11	2 YEARS EXPERIENCE
⋮	⋮
MEMBER 37	2 YEARS EXPERIENCE

132

USER TABLE
USER ID

USER 1
USER 10
USER 20
USER 30
USER 31
USER 35

126

USERS-MEMBER TABLE
USER ID MEMBER ID

USER 31	MEMBER 31
USER 35	MEMBER 35

128

FIG. 3

PRIVILEGES TABLES

142

CLASS OF SERVICE ASSIGNMENT TABLE

USER ID	SERVICE TEMPLATE ID
USER 1	ADMIN TEMPLATE
USER 10	GROUP TEMPLATE
⋮	⋮
USER 35	PRODUCT B TEMPLATE

140

USER VIEW TABLE

USER ID	LEVEL/MEMBER	TYPE	ALLOWED
USER 1	COMPANY	L	Y
USER 1	SERVICE GROUP	L	Y
USER 1	TECHNICAL GROUP	L	Y
USER 1	SALES GROUP	L	Y
USER 1	PRODUCT A TEAM	L	Y
USER 1	PRODUCT B TEAM	L	Y
USER 1	MEMBER 11	M	Y
⋮	⋮	⋮	⋮
USER 1	MEMBER 37	M	Y
USER 10	COMPANY	L	N
USER 10	SERVICE GROUP	L	Y
USER 10	MEMBER 11	M	Y
USER 10	MEMBER 12	M	Y
⋮	⋮	⋮	⋮
USER 35	COMPANY	L	N
USER 35	SALES GROUP	L	N
USER 35	PRODUCT A TEAM	L	Y
USER 35	MEMBER 36	M	Y
USER 35	MEMBER 37	M	Y

144

CLASS OF SERVICE TEMPLATE TABLE

SERVICE TEMPLATE ID	USER ID	SERVICES					
ADMIN TEMPLATE		Y	Y	Y	Y	Y	Y
GROUP TEMPLATE		Y	N	Y	N	Y	N
TEAM TEMPLATE		N	Y	N	Y	Y	N

FIG. 4

PERFORMANCE AREA TABLES

GUIDELINE TABLE
GUIDELINE ID

162

SERVICE GROUP
TECHNICAL GROUP
PRODUCT A TEAM
PRODUCT B TEAM

PERFORMANCE AREAS TABLE
PERFORMANCE AREA ID

154

PERFORMANCE AREA 1
PERFORMANCE AREA 2
PERFORMANCE AREA 3
PERFORMANCE AREA 4
PERFORMANCE AREA 5
PERFORMANCE AREA 6

PERFORMANCE AREA ASSIGNMENT TABLE
GUIDELINE ID PERFORMANCE AREA ID

164

SERVICE GROUP	PERFORMANCE AREA 1
SERVICE GROUP	PERFORMANCE AREA 2
TECHNICAL GROUP	PERFORMANCE AREA 1
TECHNICAL GROUP	PERFORMANCE AREA 3
PRODUCT A TEAM	PERFORMANCE AREA 1
PRODUCT A TEAM	PERFORMANCE AREA 4
PRODUCT A TEAM	PERFORMANCE AREA 5
PRODUCT B TEAM	PERFORMANCE AREA 1
PRODUCT B TEAM	PERFORMANCE AREA 4
PRODUCT B TEAM	PERFORMANCE AREA 6

150

QUESTION TABLE

QUESTION ID TITLE TEXT WEIGHT

QUESTION 1	SCHEDULE ADHERENCE	HOW OFTEN DOES THE AGENT WORK TO ORIGINALLY ASSIGNED SHIFT?	3
QUESTION 2	PROMPTNESS	HOW OFTEN IS THE AGENT LATE FOR WORK?	4
⋮	⋮	⋮	⋮
QUESTION 10	ATTENDANCE	HOW OFTEN DOES THE AGENT MISS WORK?	5

FIG. 5A

PERFORMANCE AREA TABLES

QUESTION ASSIGNMENT TABLE

PERFORMANCE AREA ID QUESTION ID

PERFORMANCE AREA 1	QUESTION 1
PERFORMANCE AREA 1	QUESTION 2
PERFORMANCE AREA 2	QUESTION 3
PERFORMANCE AREA 2	QUESTION 4
PERFORMANCE AREA 3	QUESTION 3
PERFORMANCE AREA 3	QUESTION 5
PERFORMANCE AREA 4	QUESTION 3
PERFORMANCE AREA 4	QUESTION 6
PERFORMANCE AREA 5	QUESTION 7
PERFORMANCE AREA 5	QUESTION 8
PERFORMANCE AREA 6	QUESTION 9
PERFORMANCE AREA 6	QUESTION 10

156

ANSWER TYPES TABLE

QUESTION ID ANSWER ID ATTRIBUTES

QUESTION 1	ANSWER 1	
QUESTION 1	ANSWER 2	
⋮	⋮	⋮
QUESTION 10	ANSWER 1	

152

160

EXPRESSION ASSIGNMENT TABLE

PERFORMANCE AREA ID EXPRESSION ID

PERFORMANCE AREA 1	EXPRESSION 1
PERFORMANCE AREA 2	EXPRESSION 2
⋮	⋮
PERFORMANCE AREA 6	EXPRESSION 1

158

EXPRESSION TABLE

EXPRESSION ID EXPRESSION

EXPRESSION 1	
EXPRESSION 2	
⋮	⋮
EXPRESSION 6	

FIG. 5B

PRODUCTIVITY TABLE				DATA ELEMENT TABLE	
MEMBER ID	DATE	DATA ELEMENT ID	VALUE	DATA ELEMENT ID	
MEMBER 11	5/11/98	DATA ELEMENT 1		DATA ELEMENT 1	
MEMBER 12	5/11/98	DATA ELEMENT 1		DATA ELEMENT 2	
MEMBER 21	5/11/98	DATA ELEMENT 2		⋮	
⋮	⋮	⋮	⋮	⋮	
MEMBER 37	5/11/98	DATA ELEMENT 10		DATA ELEMENT 10	

FIG. 6

IMPORT TEMPLATE TABLE		
IMPORT TEMPLATE ID	PREPROCESSOR	DELIMITER
IMPORT TEMPLATE 1		
IMPORT TEMPLATE 2		
⋮	⋮	⋮
IMPORT TEMPLATE 5		

CONFIGURATION TABLE				
COLUMN NO	NAME	TYPE	FORMAT	DATA ELEMENT ID
1				
2				
3				
4				
5				

IMPORT TEMPLATE ASSIGNMENT TABLE	
CONFIGURATION ID	IMPORT TEMPLATE ID
CONFIGURATION 1	IMPORT TEMPLATE 1
⋮	⋮
CONFIGURATION 10	IMPORT TEMPLATE 10

FIG. 7

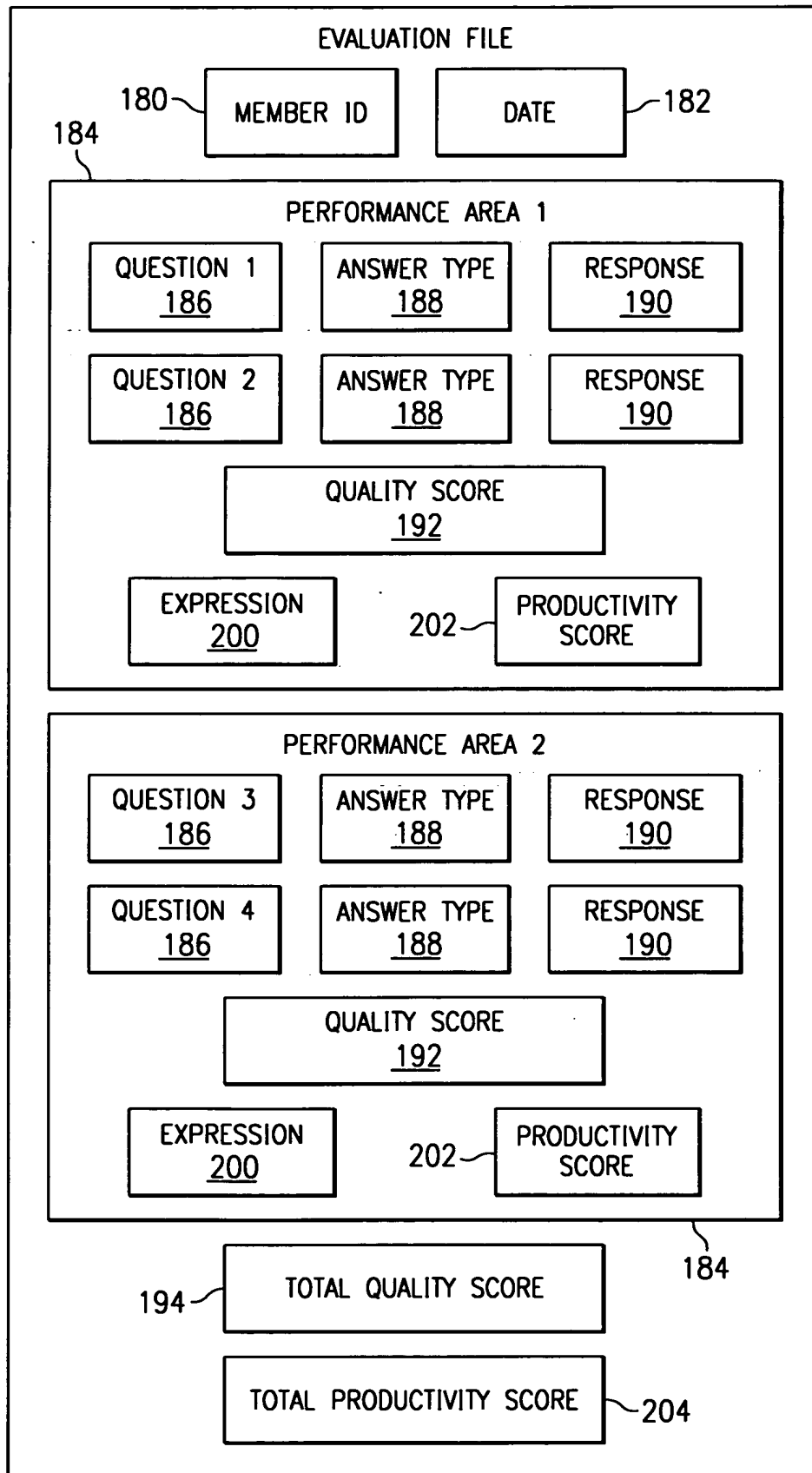


FIG. 8

FILTER TABLE

210

FILTER ID	PLANS		DATES		DATA		AVERAGES		KEYWORDS		SAMPLE SIZE	
	SELECTED	VALUES	SELECTED	VALUES	SELECTED	VALUES	SELECTED	VALUES	SELECTED	VALUES	SELECTED	VALUES
FILTER 1												
FILTER 2												
•	•	•	•	•	•	•	•	•	•	•	•	•
•	•	•	•	•	•	•	•	•	•	•	•	•
•	•	•	•	•	•	•	•	•	•	•	•	•
FILTER 10												

FIG. 9